

The Georgia Technology Authority offers call center services to help state and local government agencies respond quickly and efficiently to constituent inquiries. Answering telephone calls and e-mails from constituents is a challenge for many agencies, but GTA's specially trained staff and reliable technology provide the solution agencies may need.

The GTA call center opened July 1, 2002, to respond to e-mails and telephone calls from users of Georgia's Web portal, www.georgia.gov.

The call center has since expanded to handle telephone calls for

- State Directory Assistance
- C-TRAN, Clayton County's public transit system
- Xpress, a commuter coach service in metropolitan Atlanta
- Team Georgia Connection, the state's employee intranet.

Expertise

The call center's daily operations are overseen by two managers with extensive experience running call centers in the private sector. Its staff of 16 agents are specially trained in customer contact techniques and use of the center's call management system.

Reliability

The call center answered more than 310,000 calls from July 1, 2002, through June 30, 2005, with 91.2 percent of the calls answered within 20 seconds or less.

State Directory Assistance answers over 100,000 calls annually. It also sets up over 2,000 conference calls each year for state agencies.

Performance

The system continuously monitors all calls. Customers may receive more than 30 different reports that measure performance, including the number of calls received and how fast they are answered.

The call center's hours of operation extend beyond the traditional work day. The center is staffed

- Monday-Friday, 5 a.m. to 8 p.m.
- Saturday and Sunday, 8 a.m. to 5 p.m. (closed Christmas and New Year's Day)

For more information

GTA's call center is a cost-effective alternative to other service providers. A rate sheet is available upon request. Any state or local government agency needing call center services is encouraged to contact Mr. Joe Gray, Call Center Unit Manager, at 404-818-6619.